

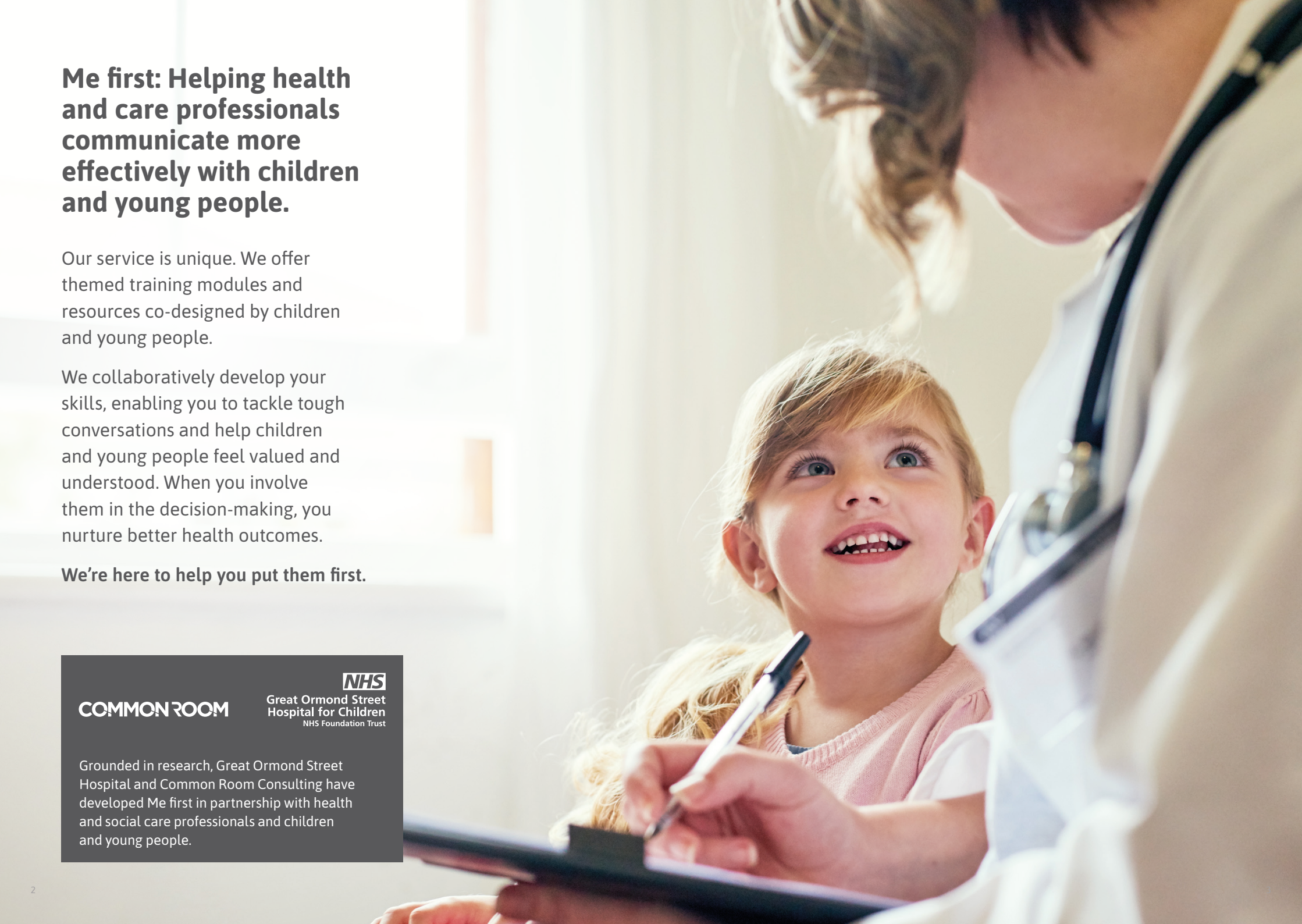


Me first

Children and young people
centred communication

Communication skills
education programme

Information booklet



Me first: Helping health and care professionals communicate more effectively with children and young people.

Our service is unique. We offer themed training modules and resources co-designed by children and young people.

We collaboratively develop your skills, enabling you to tackle tough conversations and help children and young people feel valued and understood. When you involve them in the decision-making, you nurture better health outcomes.

We're here to help you put them first.

COMMON ROOM

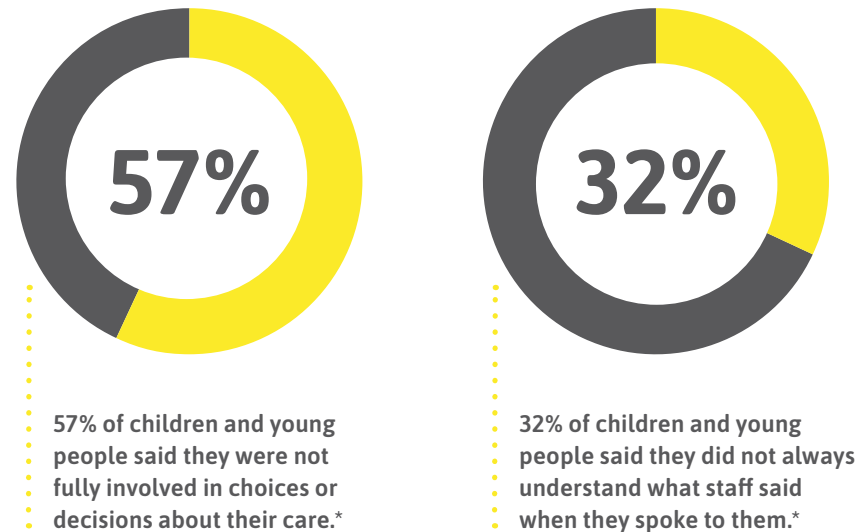


Great Ormond Street
Hospital for Children
NHS Foundation Trust

Grounded in research, Great Ormond Street Hospital and Common Room Consulting have developed Me first in partnership with health and social care professionals and children and young people.

Why is Me first needed?

Research demonstrates that children and young people (CYP) are not being put in the centre of conversations about their care.



By involving CYP in conversations and decisions about their care we can improve treatment adherence, enhancing children's skills for future health decision making and improving their health outcomes.

Me first are committed to developing health and care professionals so that they can provide child and young person-centred care.

"I should be the one involved in decisions about my health because I'm the one feeling the pain – no one else knows what I'm feeling."

CYP

"They always speak to my mum. They should speak to me directly."

CYP

*Care Quality Commission, 2017 – Children and young people's survey 2016

Child-centred communication training

Our training is beneficial for all health and care professionals who work with children and young people.

We offer a suite of workshops, co-delivered with young people, across a range of CYP communication-based topics:

Me first: Masterclass

The Me first masterclass breaks down the various ways of approaching conversations with children and young people based on the Me first child-centred communication model. You'll have the chance to try out the steps through practical role plays and discussions to help embed these techniques in your clinical practice.

"Excellent course. Very useful having all different professionals present to get a variety of perspectives and ideas."

Attendee

Me first: Health coaching

Our health coaching training builds on the Me first model of child-centred communication to develop your skills in health coaching conversations, maximising opportunities to discuss lifestyle factors with CYP and collaboratively set goals around health and care needs.

"I have more courage to empower CYP to ask questions and take charge of their care."

Attendee

Me first: Reaching agreement

Most of us have experienced a time where we have encountered disagreement between health and care professionals, children and young people, and their parents. This half-day module explores tips and resources that can assist in reaching an agreement between everyone involved, in the often complex conversations and decisions about health and care.

Me first: Conversations about safeguarding concerns

This half-day workshop is designed to help you tackle conversations with children and young people when there are concerns about their safety, welfare or wellbeing.

Me first: Bespoke in-house training

Our bespoke in-house training can be tailored to a team's specific needs, focusing on particular issues, key areas of communication and specialty-related challenges which are pertinent in your workplace, collaboratively developing your skills to tackle this.

Me first: Train the trainer

Following on from the Me first masterclass, our Train the trainer course will teach and assess you in becoming a Me first trainer, so that you can formally teach others the principles of Me first.

Me first: License programme

In combination with the Train the trainer course, our license programme enables organisations to incorporate Me first into a tailored educational programme or curriculum.

"It's good to be equipped with small manageable changes that can make a big difference to a child's journey."

Attendee

"The day was engaging and creative, with a mix of different activities and time for reflection. A rare and much needed course, I would highly recommend this to any professional working with children and young people."

Attendee

How Me first can help you as a healthcare professional

By attending Me first communication training you will...

- Better understand the barriers and challenges to communicating with children and young people.
- Have more confidence when tackling tough conversations with children and young people, their parents and colleagues.
- Be equipped with the Me first communication model to guide and encourage shared decision-making.
- Develop a child-centred approach to communication so that CYP are fully involved in negotiations about their care.
- Connect with other health and care professionals who encounter similar challenges and experiences.



Find out more about upcoming training at mefirst.org.uk/training
Or get in touch to request in-house training by emailing info@mefirst.org.uk

Improved communication outcomes

Me first masterclass training improves healthcare professionals' communication skills with young people in all four domains.

Listening skills improvements

- A statistically significant increase was demonstrated across all communication domains: action-oriented listening, exploratory listening, consensus-oriented listening and receptive listening.*
- A statistically significant improvement was shown in professionals' attitudes towards partnership-working with children and young people.*

Improving health outcomes for children and young people

By putting children and young people in the centre of conversations about their care we can encourage positive health outcomes.

- Enables CYP to 'know and understand' and feel 'heard and understood'.
- Respects their right to make choices and decisions.
- Enables CYP to feel more in control, increasing treatment adherence.
- Develops trust and cooperation, and reduces fear, anxiety and resistance.

"You see 30 people in a day. We see one person. So you're going to leave your mark on us."

CYP

* Based on analysis of 290 attendees' pre and post masterclass scores.

Resources for supporting ongoing learning

To help you embed Me first communication in practice we provide a range of additional resources:

Me first website

Full of useful resources and tips curated from healthcare professionals, children, young people and organisations, we are sure you'll find something to help embed child-centric communication in your daily role.

Communication Champions network

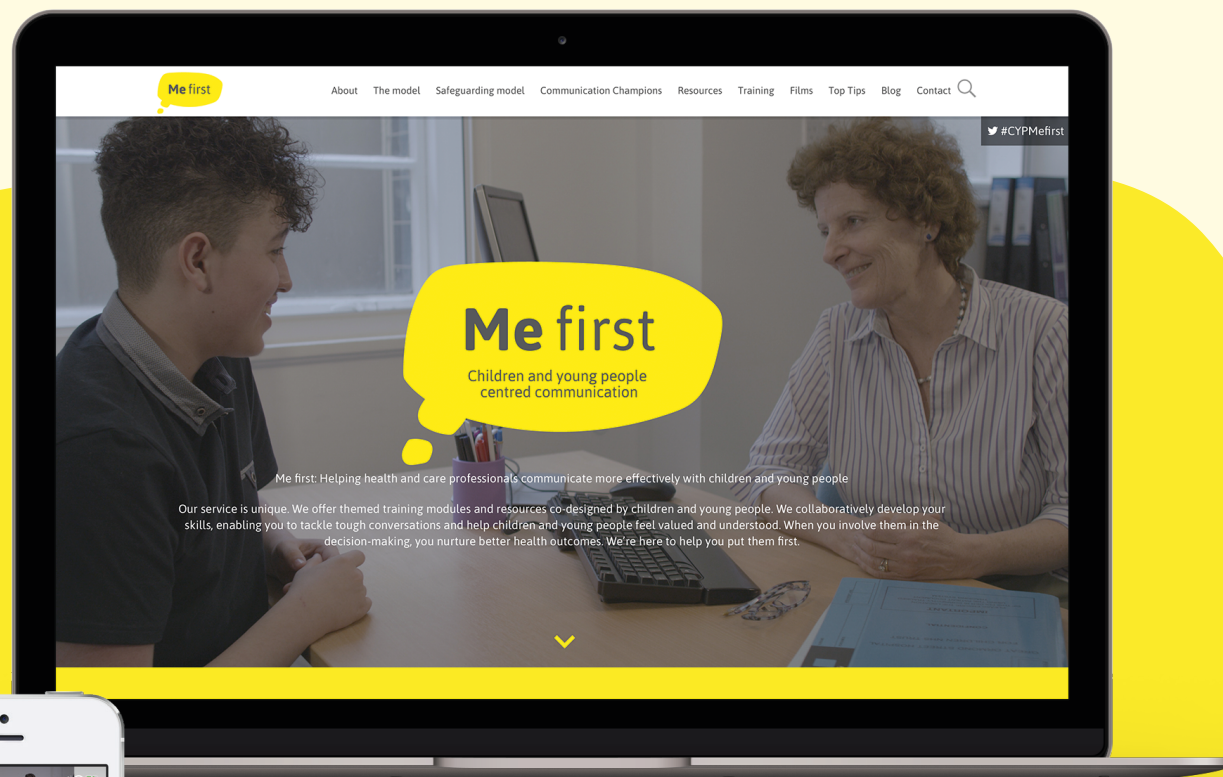
We encourage anyone who has attended Me first training to become a Me first 'Communication Champion' and help to promote CYP-centred communication to colleagues. We run regular communications champions events throughout the year with expert speakers delivering practical sessions.

Goal follow-up

As part of your Me first training you'll be set goals to ensure you are embedding learning in practice. We'll send you a friendly follow-up to see how you are getting on.

#CYPMefirst chats

On the @CYPMefirst Twitter channel we host bi-monthly chats, exploring a variety of communication topics – we'd love you to join the conversation and share your views!



"I will go away with new tools to use to help me achieve better outcomes in my communication skills."

Attendee

COMMON ROOM



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Find out more about Me first training and access a wealth of resources
and tips for encouraging CYP-centred communication at [mefirst.org.uk](https://www.mefirst.org.uk)



@CYPMefirst #CYPMefirst